COMPLIANCE WITH THIS PUBLICATION IS MANDATORY

This Air Force instruction (AFI) implements Air Force Policy Directive (AFPD) 33-1, *Information Resources Management*; Office of Management and Budget (OMB) Circular No. A-130, *Management of Federal Information Resources*; Department of Defense (DoD) Directive (DoDD) 8500.1 *Information Assurance (IA)*, and DoD Instruction (DoDI) 8500.2, *Information Assurance (IA) Implementation*. It provides the policy and procedures for certifying network professionals who manage and operate government-provided information systems on Air Force networks and the training and licensing of Air Force network users. The Paperwork Reduction Act (PRA) of 1980, as amended by Public Law (PL) 104-13, Paperwork Reduction Act of 1995 affects this publication. This instruction requires collecting and maintaining information protected by the Privacy Act of 1974 (*5 U.S.C. 552a*). System of records notices F036 AF PC C, Military Personnel Records System, and OPM/GOVT-1, *General Personnel Records*, apply.

Send recommended changes or comments to Headquarters Air Force Communications Agency (HQ AFCA/EASD), 203 West Losey Street, Room 1100, Scott AFB IL through appropriate channels, using AF Form 847, *Recommendation for Change of Publication*, information copy to HQ AFCA/ECFP, 203 West Losey Street, Room 2100, Scott AFB 62225-5222, and Secretary of the Air Force, Office of Warfighting Integration and Chief Information Officer, Fixed Net Ops Division (SAF/XCIF), 1030 Air Force Pentagon, Washington DC 20330-1030. Major command (MAJCOM) supplements to this AFI will not reduce stated requirements. Ensure that all records created as processes prescribed in this publication are maintained in accordance with Air Force Manual (AFMAN) 37-123, *Management of Records* (will become AFMAN 33-363), and disposed of according to Air Force Records Information Management System (AFRIMS) Records Disposition Schedule (RDS) located at **https://afrims.amc.af.mil/rds_series.cfm**. See **Attachment 1** for a glossary of supporting information.

(LOSANGELESAFB) This supplements Air Force Instruction (AFI) 33-115, Volume 2, *Licensing Network Users and Certifying Network Professionals*, dated 14 April 2004. This supplement describes LAAFB's procedures for use in conjunction with the basic AFI and AFSPC policies and procedures. This supplement is applicable to all SMC organizations and tenant organizations located on Los Angeles AFB CA or supported by SMC in the Los Angeles Area. Refer recommended changes and questions about the publication to the Office of Primary Responsibility (OPR) using the AF Information Management Tool (IMT) 847, *Recommendation for Change of Publication;* route AF IMT 847s from the field through Major Command (MAJCOM) publications/forms managers. Ensure that all records created as a result of processes prescribed in this publication are maintain in accordance with AF Manual 33-363, *Management of Records*, and disposed of in accordance with the Air Force Records Information Management Systems (AFRIMS), Records Disposition Schedule (RDS) located at **https://www.my.af.mil/afrims/afrims/afrims/rims.cmf.**

(LOSANGELESAFB) .

SUMMARY OF CHANGES

This update incorporates interim change (IC) Change 3. It updates the procedures used to train, evaluate and certify network professionals. These changes provide flexibility to train and evaluate network professionals while accommodating manpower reductions in our skilled workforce. It implements DoD 8570.01-M and begins policy integration with AFI 21-116, *Maintenance Management of Communications-Electronics*, by eliminating the Network Operations Standardization and Evaluation Program (NOSEP) and consolidating Standardization and Evaluation (Stan/Eval) and Quality Assurance (QA) personnel at the base-level. In addition, it associates training to Air Expeditionary Forces/Unit Type Code requirements to ensure units can effectively meet deployment requirements and renames Workgroup Manager (WM) to Client Support Administrator (CSA). A bar (|) indicates a revision from the previous edition.

1. Introduction.   The Air Force network is a critical combat capability platform. Communications and information resources are force multipliers, and Air Force information systems and networks have evolved to effectively implement the Expeditionary Aerospace Force vision. To achieve the light, lean, and lethal forces our national military strategy depends on, the DoD and United States Air Force (USAF) must ensure fully qualified personnel operate and maintain these systems and networks.

1.1. This instruction defines the policy and procedures for training and licensing all users and Air Force network professionals who access the Air Force network (**af.mil**) domain. Compliance with this AFI meets the DoD initiative to train and certify all computer users and to certify those network professionals who actively manage, configure, and control the network to a consistent, verifiable skill level ensuring the DoD information assurance (IA) posture is uncompromised.

2. Background.   The Air Force has initiated an aggressive drive to operationalize and professionalize its networks. In a continuing effort towards that aim, DoD 8570.01-M implements DoDD 8570.1, *Information Assurance Workforce Training, Certification and Workforce Management*. The program requirements apply to all members of the DoD Information Assurance (IA) workforce including military, civilians, foreign nationals, local nationals, and contractors. The Air Force Implementation Plan for DoD 8570.01-M provides specific guidelines for the official training and certification of personnel performing as IA privileged users or management functions. For specific program information and eligibility requirements, units should consult their IA Manager. Certification and licensing is also included in the Inspector General agenda. This instruction builds on the guidance provided in AFI 33-115, Volume 1, *Network Operations (NETOPS)*. Standard licensing criteria ensures all personnel who access the Air Force network are knowledgeable of their roles and responsibilities for protecting information.

3. Network License and Certification.   This guidance and policy applies to: All military, civilian, and contractor employees using or providing professional network services in the Air Force network (**af.mil** or **af.smil**) domain on any Air Force system, network, or Air Force-operated joint system as a part of their official duties. See AFI 33-202, *Computer Security* (*will

become Networking and Computer Security), for guidance on granting local/foreign nationals access to the network and/or information systems.

4. Roles and Responsibilities.

4.1. Secretary of the Air Force, Office of Warfighting Integration and Chief Information Officer, Directorate of Policy and Resources (SAF/XCP) will:

4.1.1. Establish policy and guidance for the Network Professional Training Program, Network User Licensing Program, and the Information Assurance Workforce Improvement Program.

4.1.2. Convene utilization and training workshops with Headquarters Air Education and Training Command (HQ AETC), major command (MAJCOM) functional managers, and subject matter experts to include certification criteria and Air Force Job Qualification Standards (AF JQS) in formal technical training courses and the Career Field Education and Training Plan.

4.1.3. Direct HQ AETC in production of any required training documentation to aid operations.

4.1.4. Coordinate the Air Force certification and licensing programs with DoD efforts to certify proficiency of computer systems users and network professionals.

4.2. HQ AFCA will:

4.2.1. Develop, maintain, and manage the Network Professional Training Program and Network User Licensing Program to control and promote program integrity.

4.2.2. Coordinate criteria and certification methodology with MAJCOMs, field operating agencies (FOA), and direct reporting units (DRU) to ensure standard program administration.

4.2.3. Assess Communications and Information Systems equipment as directed or requested.

4.2.3.1. In coordination with Air Force Network Operations Center, use SCOPE EDGE (Enterprise Design Guidance and Evaluation) to help units achieve an enterprise focus and optimize core services while assessing bases for compliance with architectures and standards through Network Health Assessments (NHA). The NHA evaluates compliance with applicable Technical Orders (TO), directive publications, Command, Control, Communications, and Computers Notice to Airmen (C4NOTAM), approved Air Force architectures, and other directive instructions that pertain to equipment or service configuration management to ensure the serviceability, safe operation, proper configuration, accountability, and sustainability of systems to meet mission requirements.

4.3. HQ AETC. HQ AETC works with career field managers to inject training/certification criteria in formal technical training courses during utilization and training workshops.

4.4. MAJCOMs, FOAs, and DRUs will:

4.4.1. Implement the Network Professional Training Program, Network User Licensing Program, and the Information Assurance Workforce Improvement Program.

4.4.2. Ensure subordinate units fulfill their responsibilities as outlined in this instruction.

4.4.3. Ensure contracted network professionals meet the same skill set and knowledge requirements as Air Force military and civilian network professionals.

4.4.4. Monitor the training program and consolidate training/certification data from their subordinate units as needed.

4.4.5. Supplement network professional training program criteria to reflect MAJCOM specific mission needs.

4.4.6. Supplement this instruction, as required.

4.4.7. Ensure units code manpower authorizations with the appropriate IA Special Experience Identifier (military) or Position Specialty Code (civilian) if the person filling the authorization has privileged access on networks/systems and/or provide IA oversight/leadership.

4.4.8. Verify individuals requesting testing vouchers are assigned to an appropriate position requiring IA certification.

4.5. Subordinate Units. Ensure contracted network professionals maintain applicable JQS's and meet the skill set and knowledge requirements consistent with Air Force military and civilian network professionals.

4.5.1. **DELETED.**

4.5.2. **DELETED.**

4.5.3. **DELETED.**

4.5.4. **DELETED.**

4.6. Communications Unit (or equivalent). Administer common core network training to Air Force military and civilian network professionals assigned to their installations, whether host or tenant.

5. Network User Licensing Program.

5.1. Introduction. Every individual who has access to the **af.mil** or **af.smil** domain, specialized systems, and mission systems is a network user. Before becoming an Air Force network user an individual must have a favorable background investigation (paragraph **5.3**), be trained, and licensed. Client Support Administrators (CSA) assists network users in getting the necessary training to meet all licensing requirements. Upon verification of favorable background check and successful completion of appropriate training, the user is licensed to use the network and granted access to required network resources. This process of training and licensing ensures every Air Force network user is trained and aware of the basic principles of network security and their role in IA.

5.2. Contractors as Network Users. Communications and information systems officer must ensure that all contract personnel requiring access to the Air Force network meet the requirements of paragraph **5** and subordinate paragraphs.

5.3. Favorable Background Investigation. All individuals accessing the Air Force Enterprise Network (AFEN) must meet the investigative requirements of AFI 31-501, *Personnel*

Security Management Program. The unit security manager verifies proper security clearance and background investigation checks (National Agency Check, Single Scope Background Investigation, etc.) are validated prior to the CSA granting a network user license. See AFI 31-501 for guidance on interim approval access.

5.3.1. Loss of Security Clearance. In cases where an individual loses their security clearance the Designated Approval Authority (DAA) must make a determination as to whether or not to also suspend the individual's network license. The determination should be based on the reasons for the loss of clearance and whether or not the individual poses a threat to the network.

5.4. Procedures. In accordance with Chairman Joint Chiefs of Staff Manual (CJCSM) 6510.01, *Defense in Depth: Information Assurance (IA) and Computer Network Defense (CND)*, all DoD military, civilian, and contractors will receive documented IA training prior to receiving access to the network. Training required to obtain a network user license is standardized in the *"Air Force Information Assurance Awareness Training"* Computer-Based Training (CBT) course. Access the CBT on the current IA training site via the Air Force Portal. Successful completion of this course satisfies the Air Force training requirement for a network user license. Additional user training may be developed locally to reflect local needs and concerns. CSAs administer all required training to their network users, track users completion of training, and document training in accordance with AFI 36-2201, Volume 3, *Air Force Training Program On-the-Job Training Program*. CSAs make training available to new or suspended users on an as-needed basis. When a user completes user licensing training and has a favorable background investigation, the CSA ensures their network access is granted.

5.4.1. Administering IA training. The IA training required to access the AFEN is standardized and available on the current IA training site via the Air Force Portal. Perform training through the CBT in order to meet the tracking and reporting requirements put forth in the *Federal Information Security Management Act (FISMA) of 2002*. Since the individual will not have network access for initial IA training, the CSA or supervisor can either log onto the network for the individual to allow them access to the current IA training website or create strictly training user accounts configured with a profile that only has access to the current IA training website to allow the individual to complete the CBT. The individual must be monitored the entire time regardless of the method used. DAAs will establish local policy to standardize the procedures for conducting initial IA training, verifying security clearance, and documenting the process.

5.5. Permanent Change of Station and/or Temporary Duty. The gaining CSA must confirm with the Unit Security Manager that the proper background investigation was conducted (paragraph **5.3**), and verify IA training. Users do not need to retake the network training course(s) as long as course completion is verified. Verification can be via user-provided course completion certificate, validation of completion from the current IA training website, or verification from the member's home/losing base. In emergency or deployment situations, the CSA may rely on a training record review to license a user.

5.6. License Suspension. If a user engages in conduct inconsistent with the licensing principles, the CSA may, with the approval of the user's commander, suspend their user license. The DAA or designated DAA representative may suspend a user's license when

deemed necessary in the interest of information operations. Actions inconsistent with licensing principles include, but are not limited to: failure to maintain an acceptable level of proficiency on a critical program; actions that threaten the security of a network or a governmental communications system; actions that may result in damage or harm to a network or governmental communications system; or actions that constitute unauthorized use under the provisions of AFI 33-119, *Air Force Messaging*, or AFI 33-129, *Web Management and Internet Use*.

5.6.1. Procedural Requirements: On discovery of an action inconsistent with the terms of the user license, the CSA recommends to the user's commander that the user's access to a network be suspended. With the commander's concurrence, the user's network access will be removed. Once confirmed, the CSA will notify the user, in writing, of the access suspension, including the specific reason for the suspension and the steps the user must take to have access reinstated.

5.6.1.1. The user may accept the suspension or dispute the grounds for the suspension by providing a written request within three duty days. User access may be restored after completing remedial training; normally within two duty days.

5.6.1.2. If the user disputes the suspension, the CSA has two duty days following receipt of the user's request to reconsider suspension. The CSA, after consultation with the user's commander, either notifies the user in writing that the pending suspension was inappropriate or refers the matter to the DAA for final action by sending a copy of the case file. The DAA considers the case file to determine if the suspension is appropriate. The DAA may determine the user's license should be retained; suspend the user's license and mandate remedial training; or take other necessary actions. After receiving the documentation, the DAA notifies the user in writing, within six duty days, of the final determination.

5.6.2. Security Infractions. Report any action that threatens the security of, or damages/harms network or government communications systems to the NCC officer in charge (OIC). The NCC OIC takes appropriate actions in accordance with AFI 33-138, *Enterprise Network Operations Notification and Tracking*. This may include suspending the user's network access, notifying authorities such as security forces or the Air Force Office of Special Investigations, and/or other actions consistent with local IA policies and procedures.

5.6.2. (**LOSANGELESAFB**) All network users who provide their password, pin, or other personal information will immediately have their network account disabled by the NCC at the direction of the Base Information Assurance Office (BIAO). Unit Information Assurance Officers (IAOs) will ensure that users re-take the Information Assurance Computer Based Training (IA CBT) to ensure they understand Information Assurance policies and procedures. IAOs will request temporary reinstatement of user's network access to complete the IA CBT and submit the IA CBT completion certificate to the SMC Help Desk. SMC Help Desk will update IA CBT completion in Active Directory and re-enable the account.

5.7. Reinstatement. Ordinarily, a suspended user is required to participate in remedial training. Upon satisfactorily completing retraining, the CSA reinstates the user's license. However, there may be situations that indicate to the CSA and the user's commander that,

even with remedial training, the user would pose a threat to the security of the system or operations. Under such circumstances, the DAA, following full review of the case file and all associated documents, may suspend a user's privileges indefinitely.

6. **Network Professional Training Program.**

6.1. Introduction. The objective of this program is to ensure all network professionals, to include all appointed CSAs, are trained to standardized criteria. The task qualification process outlines knowledge-level training and performance training (as outlined within AFI 36-2201, Volume 3) requirements that network professionals must complete to be duty position qualified. Career field managers develop and field AF JQS that outline training requirements. These AF JQSs can be found on the Q-Flight web site located at: **https://wwwmil.keesler.af.mil/81trss/qflight/WebPages/master.cfm**.

6.2. Non-military Network Professionals.

6.2.1. Contractors as Network Professionals. Contractors who provide professional network services (all crew positions) to the Air Force are bound by the requirements stated in contractual agreements. Contractor personnel assigned to perform specific Network Operations (NETOPS) tasks are subject to evaluation. All future contracts (including modifications to existing multiyear contracts) for NETOPS tasks, subsequent to this instruction, must cite this instruction and state contractor personnel are subject to evaluation. When results show more training is required, the contract Quality Assurance Evaluator will discuss requirements with the appropriate contracting officer and prepare a proper course of action. Contractor personnel are to be trained in all aspects of the performance for the contract prior to contract award. Measure contractors on their knowledge, skills, and abilities by performance metrics associated with the network services and support to the major command (MAJCOM)/wing/base customers.

6.2.2. Civil Service as Network Professionals. Civil service personnel assigned to perform specific NETOPS tasks are subject to evaluation. When results show more training is required, supervisors take action to increase the individual's proficiency. Don't use evaluation to disqualify civilian personnel who are hired for specific jobs under civil service procedures. Disqualification of civilian personnel is according to applicable directives.

6.3. Process. Supervisors use applicable AF JQS (XXXXX-200XX crew position or 3A0X1-225D CSA), as the baseline to train network professionals. All network professionals must complete the network user licensing program (paragraph **5**) before beginning the appropriate training curriculum.

Figure 1. DELETED.

6.3.1. Procedures.

6.3.1.1. Supervisors maintain training records on all individuals serving as network professionals, regardless of rank. Supervisors monitor progress of the individual using the applicable AFJQS and AF Form 797, *Job Qualification Standard Continuation/Command JQS*. Integrated Maintenance Data System (IMDS) is the primary means of collecting and maintaining information pertaining to on-the-job training (OJT) training and is mandatory for use by all communication and

information career fields. Communications and information personnel transition to Training Business Area (TBA) according to their MAJCOM/FOA/DRU implementation plan.

6.3.1.2. DoD civilians follow local civilian personnel flight (CPF) procedures, such as completing a Department of Defense (DD) Form 1556, **Request, Authorization Agreement, Certification of Training, and Reimbursement,** prior to starting position certification training. The final position certificate will be submitted by CPF to Air Force Personnel Center for inclusion in the civilian's personnel record and a copy for the supervisor's record (AF Form 971, **Supervisor's Employee Brief**).

6.3.2. **DELETED.**

6.3.2.1. **DELETED.**

6.3.2.1.1. DELETED.

6.3.2.2. **DELETED.**

6.3.2.2.1. DELETED.

6.3.2.2.2. **DELETED.**

6.3.3. DELETED.

6.3.4. **DELETED.**

6.4. **DELETED.**

6.5. DELETED.

6.6. DELETED.

6.7. DELETED.

6.8. DELETED.

6.8.1. DELETED.

6.9. Individuals are considered certified when all applicable AFJQS, AF Form 797, and MAJCOM/local requirements are met and documented.

7. **Overview of Quality Assurance (QA) Program.**

7.1. **DELETED.**

7.1.1. **DELETED.**

7.1.2. **DELETED.**

7.2. Applicability.

7.2.1. The QA program applies to the following units supporting Air Force NETOPS.

7.2.1.1. **DELETED.**

7.2.1.2. **DELETED.**

7.2.1.3. Work center and all personnel assigned to base NCCs.

7.2.1.4. Work center and all personnel assigned to Function Awareness Cells or Mission Support Centers (see AFI 33-115, Volume 1).

7.2.1.5. **DELETED.**

7.2.1.6. All personnel appointed as CSAs.

7.3. Responsibilities:

7.3.1. Units:

7.3.1.1. **DELETED.**

7.3.1.2. Standardization/Evaluation personnel combine with QA to facilitate the cross-utilization of resources. The combined QA function follows the guidance from this instruction and AFI 21-116 when conducting the QA program. This instruction will merge with AFI 21-116. Until that time, minor differences will exist until the two programs merge. Where differences do exist, guidance within this instruction takes precedent for network professionals (SCB personnel).

NOTE:
Operational organizations including all divisions of the Air Force Network Operations Center, Integrated Network Operations and Security Center, Network Operations and Security Center, Guard Network Operations and Security Center, MAJCOM Communications Coordination Centers, Air Operations Centers and AFFOR Communications Control Center are subject to a Standards and Evaluation program outlined within a future 13-series Air Force instruction.

7.3.1.3. Establish and support a QA function within the organization to perform evaluations as listed in this instruction. This function is manned to a sufficient level to manage all evaluation requirements within the unit.

7.3.1.4. Provide a suitable facility to accommodate the QA function.

7.3.1.5. Provide a suitable written testing area that provides a quiet distraction-free atmosphere and allows easy monitoring of examinees by evaluation personnel.

7.3.1.6. If available, units may use the Network Simulators provided by AFCA to facilitate scenario based evaluations.

7.3.2. QA Supervisor:

7.3.2.1. **DELETED.**

7.3.2.2. **DELETED.**

7.3.2.3. **DELETED.**

7.3.2.4. Reviews statements of work to ensure they are written to a sufficient level to satisfy the intent of the QA program for units where NETOPS are outsourced.

7.3.2.5. **DELETED.**

7.3.2.6. **DELETED.**

7.3.2.7. **DELETED.**

7.3.2.7.1. **DELETED.**

7.3.2.7.2. **DELETED.**

7.3.3. QA Function will:

7.3.3.1. Provide help, advice, and authoritative reference to unit leadership.

7.3.3.2. **DELETED.**

7.3.3.3. Utilize ancillary course codes in IMDS/TBA to track and report qualification status for each position.

7.3.3.4. Monitor the objectivity of unit Quality Assurance Representatives (QAR) (see paragraph **7.5**).

7.3.3.5. Train QARs in unit QA procedures prior to their performing evaluator duties.

7.3.3.6. Review applicable local operations publications and directives, and recommend changes as required.

7.3.3.7. Publish and maintain all locally developed reports, checklists and criteria used in support of daily and contingency operations. Implement annual review procedures.

7.3.3.8. **DELETED.**

7.3.3.8.1. **DELETED.**

7.3.3.8.2. **DELETED.**

7.3.3.9. **DELETED.**

7.3.3.9.1. **DELETED.**

7.3.3.9.2. **DELETED.**

7.3.3.9.3. **DELETED.**

7.3.3.9.4. **DELETED.**

7.3.3.10. Validate local Network Operating Instructions, and assist in their development as needed.

7.3.4. **DELETED.**

7.3.4.1. **DELETED.**

7.3.4.2. **DELETED.**

7.3.4.3. **DELETED.**

7.3.5. **DELETED.**

7.3.5.1. **DELETED.**

7.3.5.2. **DELETED.**

7.4. Personnel Selection.

7.4.1. The authorized command authority appoints all personnel selected to fill QA positions in writing. **Note**: The 3A0X1 Base/Wing/MAJCOM Functional Manager is the focal point for selection/appointment of 3A0X1 personnel. The authorized command

authority coordinates with the 3A0X1 Base/Wing/MAJCOM Functional Manager prior to appointment of these positions.

7.4.2. Individuals selected are to be highly qualified personnel having extensive knowledge, skill, and abilities regarding NCC overall operations and equipment and well suited for evaluation, analysis, and support duties. Do not assign personnel with a Primary Air Force Specialty Code at the three-skill level.

7.4.3. Personnel assigned to QA or appointed as work center QARs are trained by experienced QA personnel on management procedures, evaluation methods, and how to find probable causes for identified problems.

7.4.4. QA composition will consist of an adequate number of personnel.

7.4.5. **DELETED.**

7.5. Quality Assurance Representative (QAR).

7.5.1. A QAR is a member of the unit, not permanently assigned to QA, appointed in writing by the authorized command authority to assist QA during evaluations.

7.5.2. **DELETED.**

7.5.3. **DELETED.**

7.5.4. **DELETED.**

7.5.5. QARs assist QA personnel in performing evaluations where QA personnel do not possess the required skills or qualifications.

7.5.6. QA personnel conduct over-the-shoulder spot checks on QARs conducting personnel evaluations to ensure completeness of evaluations.

7.5.7. **DELETED.**

7.5.8. Individuals nominated for QAR duty will demonstrate a thorough knowledge of the QA program and applicable instructions prior to QAR qualification. To the maximum extent possible, QA personnel monitor the first evaluation administered subsequent to QAR qualification.

7.5.9. The QAR shares the responsibility for safe mission conduct with the individual being evaluated. Whenever an evaluator observes a breach of security, safety, or discipline during the evaluation, the evaluator takes immediate corrective action to ensure mission security and safety.

7.6. **DELETED.**

7.6.1. **DELETED.**

7.6.2. **DELETED.**

7.7. **DELETED.**

7.7.1. **DELETED.**

7.7.2. **DELETED.**

7.7.2.1. **DELETED.**

7.7.2.2. QA personnel perform evaluations to determine the quality of management and procedures, technician competence, and training program effectiveness.

7.7.2.3. QA personnel publish specific guidance describing procedures for evaluations, suspense control, report preparation and routing, and initial report reply and follow-up procedures. QA maintains a file of all evaluation reports.

7.7.2.4. **DELETED.**

7.7.2.5. Deficiencies found during systems evaluations may show a need for personnel evaluations. This can provide insight into a technician's training progression as well as the scope of work center training programs. Consider the training goals established for the technician as well as training already completed.

7.7.3. Goals.

7.7.3.1. **DELETED.**

7.7.3.2. **DELETED.**

7.7.4. Evaluations.

7.7.4.1. Personnel Evaluations.

7.7.4.1.1. Personnel evaluations assess the effectiveness of a work center's training program, technician competence, and technical and procedural data adequacy. These areas are assessed to ensure equipment or systems are maintained in an effective and efficient manner to meet mission requirements.

7.7.4.1.2. Performance.

7.7.4.1.2.1. Technician performance is the measurement standard for training programs.

7.7.4.1.2.2. Technicians must perform in a professional manner, but evaluation results may reflect deficiencies that can be rectified through additional training or training program improvements.

7.7.4.1.3. Assessment.

7.7.4.1.3.1. Evaluations assess a technician's:

7.7.4.1.3.1.1. Knowledge - how much does the technician know about the job. Evaluators will assess the technician's knowledge by asking questions, written tests, or using interactive training devices.

7.7.4.1.3.1.2. Job proficiency - how well does the technician perform the job. (The criteria for evaluating and analyzing this element is identified in the work center's training plan and the system or equipment technical data used to perform the job.) Evaluators observe how well tasks are performed to determine if sufficient skill is demonstrated, including prioritization of actions, to presume competency.

7.7.4.1.4. Personnel. All personnel who are task qualified are subject to personnel evaluations regardless of AFSC. This includes personnel certified through cross-utilization training.

7.7.4.1.5. In overseas units, the authorized command authority may exempt local national technicians from personnel evaluation (coordinate with local civilian personnel offices).

7.7.4.1.6. Trainees must demonstrate the knowledge and ability to do assigned functions safely and effectively.

7.7.4.1.7. Types of Personnel Evaluations. There are three types of personnel evaluations: primary, follow-up, and special.

7.7.4.1.7.1. **DELETED.**

7.7.4.1.7.1.1. **DELETED.**

7.7.4.1.7.1.2. **DELETED.**

7.7.4.1.7.1.3. **DELETED.**

7.7.4.1.7.1.4. **DELETED.**

7.7.4.1.7.1.5. **DELETED.**

7.7.4.1.7.2. **DELETED.**

7.7.4.1.7.2.1. **DELETED.**

7.7.4.1.7.2.2. **DELETED.**

7.7.4.1.7.2.3. **DELETED.**

7.7.4.1.7.2.4. **DELETED.**

7.7.4.1.7.2.5. **DELETED.**

7.7.4.1.7.3. **DELETED.**

7.7.4.1.7.3.1. **DELETED.**

7.7.4.1.7.3.2. **DELETED.**

7.7.4.1.7.3.3. **DELETED.**

7.7.4.1.7.3.4. **DELETED.**

7.7.4.1.7.4. Special Evaluations.

7.7.4.1.7.4.1. Special evaluations are either mandatory (directed by a higher authority, such as this instruction or MAJCOM headquarters) or optional (initiated by unit-level work center supervisors). Refer to AFI 21-116 for further guidance on Special evaluations.

7.7.4.1.7.4.1.1. **DELETED.**

7.7.4.1.7.4.1.2. **DELETED.**

7.7.4.1.7.4.1.3. **DELETED.**

7.7.4.1.7.4.1.4. Upon successful completion, QA documents the evaluation according to paragraph **7.7.4.3.2**.

7.7.4.1.7.4.2. **DELETED.**

7.7.4.1.7.4.2.1. **DELETED.**

7.7.4.1.7.4.2.2. **DELETED.**

7.7.4.1.7.4.2.3. **DELETED.**

7.7.4.1.7.4.2.4. **DELETED.**

7.7.4.1.7.4.2.5. **DELETED.**

7.7.4.1.7.4.2.6. **DELETED.**

7.7.4.1.7.4.2.7. **DELETED.**

7.7.4.1.7.4.2.8. **DELETED.**

7.7.4.1.8. Timing of Qualification Evaluations.

7.7.4.1.8.1. QA personnel complete all personnel qualification evaluations within the time limits set forth in **Table 1**.

Table 1. Evaluation Time Standards.

A		B	C
Evaluation Type		**Active Duty Personnel Includes Active Guard/ Reserve components**	**Traditional ANG or Reserve Personnel**
1	Special	As required, or directed	Same

7.7.4.1.8.2. **DELETED.**

7.7.4.1.8.3. **DELETED.**

7.7.4.1.9. Conducting Evaluations.

7.7.4.1.9.1. Evaluators are the key to the evaluation program and are not to be the same individual who certified task proficiency of the person being evaluated. Ideally, the evaluator is certified on the tasks being evaluated and possesses the same AFSC at a higher skill level than the individual being evaluated. When this is not practical and use of a QAR is not possible, the evaluator must be capable of observing and verifying task accomplishment with a TO, manual, or other reference. The evaluator must be capable of verifying proper procedures, tools, test measurement and diagnostic equipment, and materials are used and the task performance conforms to established standards.

7.7.4.1.9.2. Before conducting evaluations, evaluators must analyze and select a minimum of 5 – 10 tasks (include any locally developed task requirements) to be evaluated based on deficiency indicators, training management visits, system performance data, previous evaluations done in the work center, and other management indicators. If analysis does not indicate any areas requiring emphasis, evaluators should select tasks not previously

evaluated in the work center. Select tasks that provide for an adequate assessment of the trainees ability to perform in the evaluated crew position. Individuals may be evaluated on any certified task in their training record.

7.7.4.1.9.3. Coordinate evaluations with the work center supervisor. Consider targets of opportunity, such as exercises or managerial inspections, to perform personnel evaluations.

7.7.4.1.9.4. Consider selecting alternate tasks to avoid the need to reschedule an evaluation when operational requirements do not permit completion of planned evaluations.

7.7.4.1.9.5. Immediately preceding the evaluation, brief the technician on the tasks to be evaluated, the rating criteria, and the performance standards set forth in **Attachment 2**. Evaluators will focus on the evaluation process during the briefing, not the specific steps individuals must accomplish to pass.

7.7.4.1.9.6. Evaluate three separate and distinct phases - preparation, task performance, and post performance (see **Attachment 2**).

7.7.4.1.9.7. Stop the evaluation if technicians use methods or procedures that could jeopardize safety, cause equipment damage, or adversely affect NETOPS. Task evaluations may be continued after the hazard has been corrected.

7.7.4.1.9.8. During the evaluation, ask relevant questions on the methods and procedures used by the technician, if applicable.

7.7.4.1.9.9. Evaluations are complete when the evaluator determines that the technician's performance has been sufficiently evaluated.

7.7.4.1.9.10. Brief the individual and the work center supervisor at the conclusion of the evaluation.

7.7.4.1.10. Evaluation Results.

7.7.4.1.10.1. A technician's performance is assessed using **Attachment 2**. Explanations and recommendations are required for each task rated as unsatisfactory.

7.7.4.1.10.2. The work center supervisor, certifying official, and trainer must be briefed on noted problem areas as soon as practical following unsatisfactory task performance. Unsatisfactory task performance requires decertification and recertification on the particular task; it does not mean the individual is incapable of performing other tasks. Work center supervisors must understand decertification and recertification documentation procedures identified in AFI 36-2201, Volume 3. Do not schedule the individual for a re-examination for a minimum of 24 hours to allow time for additional study.

7.7.4.1.10.3. **DELETED.**

7.7.4.1.10.4. **DELETED.**

7.7.4.1.10.5. Restrictions.

7.7.4.1.10.5.1. Restrictions will address the specific tasks that require supervision until successful retraining is completed. Restrictions are not punitive, but designed to enhance NETOPS and safety.

7.7.4.1.10.5.2. Specific restrictions will be documented in the AF Form 803 "Remarks" section.

7.7.4.1.10.6. Failure of a re-evaluation will be viewed as a serious lack of proficiency. Enter the comments in the "Remarks" section of the AF Form 803. The authorized command authority will consider the examiner's comments, and within 14 calendar days review the individual's overall duty performance and determine if it warrants movement of the individual to another duty position.

7.7.4.1.10.7. If a decision is made to conduct a second re-evaluation, it is a complete evaluation, consisting of both the positional evaluation and the written examinations, if used.

7.7.4.1.10.8. Document all personnel qualification evaluations on AF Form 803, *Report of Task Evaluations*, or automated equivalent, in accordance with paragraph **7.7.4.3** and AFI 36-2201, Volume 3. File the AF Form 803 with the evaluation report in QA.

7.7.4.1.10.9. **DELETED.**

7.7.4.1.10.10. **DELETED.**

7.7.4.1.10.11. Personnel evaluation results are not recorded on, or made a part of, documents such as performance reports, or unfavorable information files.

7.7.4.1.11. Permanent Change of Station (PCS)/Permanent Change of Assignment (PCA) and Temporary Duty (TDY).

7.7.4.1.11.1. Upon PCS/PCA, individuals meeting the requirements specified in the gaining unit training directives may retain current qualifications. However, before performing operations duties unsupervised at a new unit, they must:

7.7.4.1.11.1.1. Satisfactorily complete training requirements directed by the gaining unit.

7.7.4.1.11.1.2. Have their existing duty position qualification validated by the local QA section on a newly prepared AF Form 803 within 60 days of arrival.

7.7.4.1.11.2. The QA function may administer a complete or partial performance evaluation, but it is not required if the individual is transferring between units possessing like systems. If a performance evaluation is not administered, the data from the last performance evaluation is transferred onto the AF Form 803. Indicate that this is a validation of the individual's qualification.

7.7.4.1.11.3. **DELETED.**

7.7.4.1.11.4. **DELETED.**

7.7.4.2. Managerial Evaluations.

7.7.4.2.1. Managerial evaluations provide Commanders and supervisors with factual, objective assessments of a section's ability to meet its mission requirements. To do this, it is necessary to collectively evaluate management effectiveness and the performance and technical proficiency of assigned personnel.

7.7.4.2.2. Managerial Evaluation Requirements.

7.7.4.2.2.1. **DELETED.**

7.7.4.2.2.2. QA personnel conduct managerial evaluations on each work center at least every 24 months (every 36 months for Air National Guard [ANG] units). Managerial Evaluations are not conducted on programs assessed by a unit self-inspection program under AFI 90-201, *Inspector General Activities*.

7.7.4.2.3. How to perform managerial evaluations.

7.7.4.2.3.1. Before beginning managerial evaluations, review:

7.7.4.2.3.1.1. Reports of previous managerial and personnel evaluations.

7.7.4.2.3.1.2. Other evaluation reports such as administrative files inspections, Inspector General inspections, operational evaluations, and local evaluations.

7.7.4.2.3.1.3. Staff Assistance visit reports, trend analysis data, IMDS/TBA products, and any other relevant management indicators.

7.7.4.2.3.2. Make impartial, factual, pertinent, and complete observations to identify deficiencies. Identify commendable practices and programs, especially those that may be useful to other work centers.

7.7.4.2.3.3. Demonstrate proper procedures and provide assistance to help work center and staff personnel meet mission requirements.

7.7.4.2.3.4. Ensure affected supervisors fully understand findings before writing formal evaluation reports.

7.7.4.2.3.5. Contact the work center's customers to determine if the work center is supporting their mission requirements.

7.7.4.2.3.6. Evaluate subject areas in enough depth to ensure the results indicate the actual condition of the activity. Not all areas require 100 percent evaluation for the evaluator to make this determination. Make use of sampling where appropriate.

7.7.4.2.3.7. Determine how well work centers and support functions meet management requirements and if established procedures are followed. The minimum evaluation items include:

7.7.4.2.3.7.1. Inventory, Accountability, Transfer, and Reporting of

Computer Systems.

7.7.4.2.3.7.2. Network Administration.

7.7.4.2.3.7.3. Network Management.

7.7.4.2.3.7.4. Information Protection Operations Management.

7.7.4.2.3.7.5. Help Desk/Event Management.

7.7.4.2.3.7.6. Compliance with the intent of this instruction, associated and local directives, safety and security rules and procedures.

7.7.4.2.3.7.7. Perform personnel evaluations during the evaluation. Check adequacy of training plans and training materials. Check training documentation, progression, and task coverage. (*NOTE*: It is important at short tour locations that sufficient personnel evaluations are performed to ensure the adequacy of training programs.)

7.7.4.2.3.7.8. Compliance with work order documentation.

7.7.4.2.3.7.9. Technical data to include maintenance of TO files, and availability and use of required technical, commercial data, Air Force Network Operating Instructions (AFNOIS), and local procedures.

7.7.4.3. Evaluation Reports Overview.

7.7.4.3.1. Preparation:

7.7.4.3.1.1. Provide complete, accurate, and impartial reports with sound recommendations designed to help correct discrepancies and eliminate underlying causes.

7.7.4.3.1.2. Include specific references so that work center or office personnel understand and know where to find procedures to correct deficiencies.

7.7.4.3.1.2.1. Reference deficiencies that result from procedural omissions or repeated errors. Failure to perform checks to ensure publications are current or determine out of tolerance system or equipment measurements exist are examples of procedural deficiencies.

7.7.4.3.1.2.2. References are not required when a deficiency or isolated minor error is easily understood and corrective action is obvious. General housekeeping practices, equipment cleanliness, and standard supervisory responsibilities and safety practices are examples of areas that may not require references. Evaluators must take care not to assume all such practices and responsibilities are commonly recognized and understood.

7.7.4.3.1.2.3. Deficiencies caused by inefficient or ineffective management practices may require the use of rationale since a specific reference may not be published. The authorized command authority resolves differences of opinion over the validity of the type of discrepancy that the QA Supervisor and work center cannot resolve before reports are finalized.

7.7.4.3.1.2.4. Identify all checklists, Air Force Technical Orders, AFNOIs,

or local procedures used during all evaluations.

7.7.4.3.1.3. Include recommendations for corrective actions with each deficiency, except where the corrective action is obvious. The goal is to provide ideas and guidance to assist the work center in correcting the deficiency.

7.7.4.3.1.4. Document favorable comments, as well as deficiencies on evaluation reports.

7.7.4.3.1.5. Note that proper report routing and follow-up are important. Evaluations are of no value unless the discrepancies are recognized and corrected by appropriate managers.

7.7.4.3.1.6. The authorized command authority is the closing authority for evaluations. The authorized command authority may indicate closure by concurrence or non-concurrence with QA personnel recommendations. The authorized command authority may delegate closing authority for evaluation reports that identify only minor or no deficiencies.

7.7.4.3.1.7. Note that evaluation reports need not include minor administrative or management deficiencies if, in the evaluator's judgment, the deficiency is an isolated incident and does not indicate an overall management deficiency. If not included in the formal report, provide information about minor errors in a memo to the work center. Memorandums do not require an answer.

7.7.4.3.2. Personnel Evaluation Reports.

7.7.4.3.2.1. Document personnel evaluations on AF Form 803. Comments and recommendations are made on the evaluation report to eliminate the need for separate correspondence. The reports also provide a source for analyzing the effectiveness of the overall training program.

7.7.4.3.2.2. Identify task errors, provide recommendations, and explain rescheduling actions.

7.7.4.3.2.3. Explain management, system, or equipment discrepancies not directly reflecting on the technician's performance in a separate report.

7.7.4.3.2.4. Authorized command authority must review evaluation reports that document unsatisfactory task results.

7.7.4.3.3. Managerial Evaluation Reports.

7.7.4.3.3.1. Using AF Form 2420 to document managerial evaluations is optional. Managerial evaluation results may be prepared in a narrative style on bond paper and filed in the QA function.

7.7.4.3.3.2. Reports address:

7.7.4.3.3.2.1. Minimum coverage areas and list deficiencies found in the areas of management, system equipment, and task performance. Show correlation between deficiencies, if applicable.

7.7.4.3.3.2.2. Production and mission requirements not being met and the causes behind these shortfalls.

8. Information Collections, Records, and Forms or Information Management Tools (IMT).

8.1. Information Collections. No information collections are created by this publication.

8.2. Records. Training records created in paragraphs **5** and **6** of this instruction are filed according to AFI 36-2201, Volume 3.

8.3. Forms or IMTs (Adopted and Prescribed).

8.3.1. Adopted Forms. DD Form 1556, **Request, Authorization Agreement, Certification of Training, and Reimbursement**; AF Form 847, **Recommendation for Change of Publication;** AF Form 971, **Supervisor's Employee Brief**; AF Form 1256, **Certificate of Training;** AF Form 803, **Report of Task Evaluations**; AF Form 2420, **Quality Control Inspection Summary**.

8.3.2. Prescribed Forms or IMTs. No forms or IMTs are prescribed by this instruction.

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(LOSANGELESAFB)

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Attachment 1

GLOSSARY OF REFERENCES AND SUPPORTING INFORMATION

References

44 U.S.C. § 3504

5 U.S.C. § 552

 Federal Information Security Management Act of 2002

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AFI 36-2201, Volume 3, *Air Force Training Program On The Job Training Administration*, 4 February 2005 (Incorporating Change 1, 20 December 2006)

AFI 90-201, *Inspector General Activities*, 22 November 2004 (Incorporating through Change 3, 7 August 2007)

AFMAN 37-123, *Management of Records*, 31 August 1994 (will become AFMAN 33-363)

Abbreviations and Acronyms

AETC—Air Education and Training Command

AF—Air Force (used for designated forms only)

AFCA—Air Force Communications Agency

AFEN—Air Force Enterprise Network

AFI—Air Force Instruction

AFJQS—Air Force Job Qualification Standard

AFMAN—Air Force Manual

AFRIMS—Air Force Records Information Management System

ANG—Air National Guard

AFNOI—Air Force Network Operations Instruction

AFPD—Air Force Policy Directive

AFSC—Air Force Specialty Code

AFSSI—Air Force Systems Security Instruction

C4NOTAM—Command, Control, Communications, and Computers Notice to Airmen

CBT—Computer-Based Training

CJCSI—Chairman Joint Chief of Staff Instruction

CJCSM—Chairman Joint Chief of Staff Manual

CPF—Civilian Personnel Flight

CSA—Client Support Administrator

DAA—Designated Approval Authority

DD—Department of Defense (used for designated forms only)

DoD—Department of Defense

DoDD—Department of Defense Directive

DoDI—Department of Defense Instruction

DRU—Direct Reporting Unit

FISMA—Federal Information Security Management Act of 2002

FOA—Field Operating Agency

HQ—Headquarters

IA—Information Assurance

IMDS—Integrated Maintenance Data System

IMT—Information Management Tool

JQS—Job Qualification Standard

MAJCOM—Major Command

NCC—Network Control Center

NETOPS—Network Operations

NHA—Network Health Assessment

OIC—Officer in Charge

OJT—On-The-Job Training

OMB—Office of Management and Budget

PCA—Permanent Change of Assignment

PCS—Permanent Change of Station

PL—Public Law

QA—Quality Assurance

QAR—Quality Assurance Representative

RDS—Records Disposition Schedule

SAF—Secretary of the Air Force

Stan/Eval—Standardization/Evaluation

TBA—Training Business Area

TO—Technical Order

USAF—United States Air Force

U.S.C.—United States Code

WM—Workgroup Manager

Attachment 2

PERSONNEL EVALUATIONS

A2.1. Performing Evaluations.

A2.1.1. Personnel evaluations are performed to determine an operator's or technician's technical proficiency and competence, and to gauge work center training program effectiveness. Evaluators must make careful observations of actions taken to accomplish each task being evaluated by judging three separate and distinct phases; preparation, task, and post performance.

A2.1.2. Errors made in any of these phases must be considered when determining results. The decision to declare a performance error must be based on published standards, practices, and Technical Order procedures.

A2.2. Preparation Errors.

A2.2.1. Preparation errors normally indicate inadequate training on standard job preparation procedures or maintenance management requirements.

A2.2.2. Task preparation mistakes cause delays; mistakes corrected before the task begins are considered preparation errors and if not corrected, may have a bearing on task performance. A preparation error example is applicable technical data not on hand.

A2.2.3. Examples of management type preparation errors:

A2.2.3.1. Crew Commander not notified of changes in equipment status as a result of task performance.

A2.2.3.2. A Job Control Number or help desk tracking number was not obtained for required documentation.

A2.2.3.3. There was no method available to document discrepancies discovered during the task performance.

A2.3. Task Performance Errors.

A2.3.1. Task performance errors normally indicate inadequate task training.

A2.3.2. Examples of task performance errors are:

A2.3.2.1. Applicable technical data or directives not used.

A2.3.2.2. Warnings, cautions, and notes not complied with.

A2.3.2.3. Not all required steps performed.

A2.3.2.4. Steps not performed in the required sequence.

A2.3.2.5. Individuals not familiar with emergency procedures.

A2.3.2.6. Individuals not familiar with job requirements, resulting in failure to comply with technical data.

A2.3.2.7. Equipment improperly used or handled during task performance.

A2.3.2.8. Controlling agencies not advised of changes in mission status that occur due to task performance.

A2.3.2.9. Lack of coordination with required agencies to ensure a safe, timely, and effective evaluation.

A2.4. Post Performance Errors.

A2.4.1. Station documentation not properly completed.

A2.4.2. Controlling agencies not advised of change mission status upon completion of task performance.

A2.5. Task Performance Error Categories.

A2.5.1. Categories aid evaluators to determine overall task performance results. Errors are categorized by degree of seriousness.

A2.5.2. Category I errors are of critical importance and results in an unsatisfactory evaluation for that particular task. Some examples are:

A2.5.2.1. An error that causes or has the potential to cause an injury. Such an error is serious enough to stop the task evaluation.

A2.5.2.2. An error that causes or has the potential to cause damage, or system degradation, to any item to the extent that it prevents the item from being immediately used for its intended purpose. This includes the item being worked on, all support equipment, or any other item in the work area.

A2.5.2.3. Task performance could not be completed because the individual lacked sufficient knowledge of the task or operation of required support equipment.

A2.5.2.4. An error that causes or has the potential to cause a security violation or introduces a system vulnerability.

A2.5.2.5. An out of tolerance condition or measurement was not recognized and resulted in the equipment not meeting technical data specifications.

A2.5.2.6. A valid/invalid measurement or check was not recognized or performed by the operator or technician that resulted in an erroneous decision concerning equipment serviceability or caused a significant delay for unnecessary troubleshooting or repair actions.

A2.5.3. Category II errors are of major importance, but do not necessarily result in an unsatisfactory task performance. Some examples are:

A2.5.3.1. An error that causes or has potential to cause damage to any item but not to the extent that such damage has a detrimental effect on the operational life of the item, or operational capabilities of the network.

A2.5.3.2. Excessive delays attributable to insufficient job knowledge or improper planning, coordination, or supervision, although the task was successfully completed. The evaluator must determine what is excessive after taking into consideration such factors as complexity and length of the task, adverse working conditions, and other extenuating circumstances.

A2.5.4. Category III errors are of minor impact and lack the seriousness to meet the criteria for a critical or major error.

A2.6. Determining Results.

A2.6.1. Results are based on overall task performance.

A2.6.2. Evaluators must:

A2.6.2.1. Document all errors during the progress of the evaluation and brief the work center supervisor and the evaluated operator or technician upon completion.

A2.6.2.2. Determine the category of each error, using the above criteria.

A2.6.2.3. Rate each task as satisfactory or unsatisfactory. If the sum of all the errors indicates the operator or technician cannot satisfactorily perform the task unsupervised, an unsatisfactory rating is required.

A2.6.2.4. Brief the work center supervisor, certifying official, and the trainer as soon as possible when an unsatisfactory task performance occurs.

Table A2.1. Task Performance Evaluation.

RULE	If the individual Committed	AND	AND	Then the result is
One	No Category I errors	Two or less category II errors	The accumulation of Cat III errors did not detract from overall satisfactory job performance	SAT
Two	No Category I errors	Two or less category II errors	The accumulation of Cat III errors caused Unsatisfactory performance	UNSAT
Three	No Category I errors	Three or more category II errors	N/A	UNSAT
Four	One or more category I errors	N/A	N/A	UNSAT